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On Jan. 3, 2006

TOWNSEND and TOWNSEND and CREW LLP

By: Julie Taylor Clough

PATENT

Attorney Docket No.: 020366-077710US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Richard Cerami, et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST  
MANAGEMENT AND  
MEASUREMENT

Customer No.: 20350

Confirmation No. 5362

Examiner: Ashokkumar B. Patel

Technology Center/Art Unit: 2154

AMENDMENT AFTER ALLOWANCE  
UNDER 37 CFR § 1.312(a)

**Mail Stop Issue Fee**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

In response to the Notice of Allowance mailed October 3, 2005, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.